***Nickolas M.  Anderson***

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530 E. Mariposa St. #45, Phoenix, AZ **85012**

***Experience***

**-Information Technology/Systems Manager, CRM Administrator, and HIPAA Security Officer** Aug 2019 - Present | **A Better Today Recovery Services, LLC.** | Phoenix, AZ (US)  
Sole IT professional for corporate office and 3 satellite locations. Security Officer, responsible for ensuring technological security remained within HIPAA/HITECH requirements for a medical facility. Office 365 Global Administrator. Inventory creator and manager, investigating inventory loss and ensuring accountability where necessary. VoIP server management and maintenance. QuickBooks server management and maintenance. CRM administration, requiring in-depth and working knowledge of business practices that dictate CRM needs. Call tracking and analysis SaaS administration and maintenance. Communications restructuring, rebuilding, and efficiency streamlining. Managing 3 employees, including a full stack developer, web dev., and front-end dev. General help desk responsibilities. 

**-Information Technology Administration Contractor** Feb 2020 - Present | **Scottsdale Recovery Center** | Scottsdale, AZ (US)  
Independent contractor, on-call for all business IT needs at corporate office and 3 satellite locations.   
  
 -**Supervisor** Feb 2019 - July 2019 | **Sahiya** | Phoenix, AZ (US)   
Supervisor in charge of on-shift laborers. Hiring manager in charge of finding employees without notice based on business demands. Antiques restoration. General and overall maintenance/repair/restoration of buildings and furnishings. Demolition and salvaging. Overseeing and assisting in moving large items from one business to another. Transportation coordinator. Inventory control and loss prevention.   
  
 -**Freelancer** Jan 2013 - 2019 | **Tempe Small Business IT Solutions** | Greater Phoenix area   
Assisted customers in everything from installation of IT systems to repair and maintenance of said systems. Installation and repair included new wiring, network setup/repair, modem/gateway/router/firewall installation and repair, and any other aspect of non-ISP covered IP related issues and WAN/LAN issues.   
  
 -**Tier 2 Business Specialist** May 2012 - Oct 2014 | **ASAP Staffing LLC. D/B/A AT&T Inc** | Mesa, AZ (US) Accepted calls from AT&T small business customers with HSIA and VoIP issues. Embodied first call resolution goals and, when resolution could not be met on the first contact, followed up with customers via email or call-backs. Ensured company metrics were met if not exceeded.   
  
 -**Tier 1 Residential Specialist** Jun 2010 - Feb 2012 | **2Wire Inc./Pace Americas D/B/A AT&T Inc** | Tempe, AZ (US) Accepted calls from AT&T residential customers with residential HSIA, VoIP, and IPTV issues. Embodied first call resolution goals. Ensured company metrics were met if not exceeded.   
  
***Skills & Specialization***IT Hardware Support, IT Management, Inventory Management, LAN-WAN, Network Administration, Network Security, Networking, Office 365 Administration, Printer Support, Windows Server Maintenance, U.S. Health Insurance Portability and Accountability Act (HIPAA/HITECH), Technological Implementation & Maintenance, Typing, Voice over IP (VoIP)   
  
***Education*Maricopa Community Colleges - South Mountain Community College** Fall 2020 | CCNA Certification | Phoenix, AZ (US)  
**Gateway Community College** Jan 2009 | General Equivalency Degree | Phoenix, AZ (US)